



Dean Health Plan, Inc.

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www.deancare.com



Type of Plan	Health Maintenance Organization
Total Number of Members	258,021
Years of Operating Experience	23 years
Total Number of Primary Care Physicians (PCPs)	643 (includes some OB/GYN)
Percentage of PCPs Accepting New Patients	95.2%
Percentage of Board Certified Specialty Care Physicians	90%
Number of Hospitals Affiliated with Plan	28
Number of Urgent Care Facilities	31
Number of Dentists	N/A
Percentage of Dentists Accepting New Patients	N/A

ADDITIONAL INFORMATION

Referral Requirements	No written referrals are required when receiving care from Plan Providers. Referrals to non-Plan Providers must be approved by Dean Health Plan before services are received. After reviewing the referral request, Dean Health Plan will notify you and your provider in writing of the decision.
Prior Authorization Requirements	Some services, treatments or procedures require prior authorization to determine the medical necessity of the service. If you are not sure if a service or procedure requires prior authorization, you can contact the Dean Health Plan Customer Service Department. If you go to a Plan Provider, the provider is responsible for requesting any required prior authorization for services. After reviewing the prior authorization request, Dean Health Plan will notify you and your provider in writing of the decision.
Medicare Claims Procedure	Most Plan Providers accept Medicare assignment, in which case the process is fully automated. If Medicare is the primary carrier, claims must be submitted to Medicare first. After Medicare processes the claim, your provider will then submit the itemized bill and the Explanation of Medicare Benefits to us for processing as the secondary carrier.
OnLine Services	<ul style="list-style-type: none"> • Visit www.deancare.com to find valuable information about Dean Health Plan. • Select DeanConnect to access our self-service portal, which allows members to review their claims information and status, print claims itemizations and EOBs, order ID cards, check status of authorizations, change PCPs and more. • Select MyChart® to email your PCP and to access medical information, including lab results, instructions from appointments, and appointment scheduling details. (See the website for a list of Dean Health System clinics that have this available.) • Select Find a Doctor to locate participating doctors, hospitals and urgent care centers by city. • Up to date details on all programs including Complementary Health and Healthy Partners are also available.
Outpatient Mental Health Network/Policy	No referral is required for outpatient mental health care or for treatment of alcohol or other drug abuse if services are performed by a Plan Provider.
24-Hour Nurse Line	Dean On Call, 1-800-57-NURSE (1-800-576-8773) or locally (608) 250-1393.

ADDITIONAL INFORMATION

PCP Restrictions	Primary Care Providers (PCP) may be selected from one of the following specialties: Family Practice, General Practice, Pediatrics, Obstetrics/Gynecology or Internal Medicine. Providers who may be chosen as PCPs are indicated in our Provider Directory. Each family member may choose his/her own PCP.
Dental Benefits If Provided	<ul style="list-style-type: none"> No routine dental coverage provided.
Quality Improvement Initiatives	<p>Dean Health Plan is committed to improving the health of members through active preventive health and chronic disease management initiatives that include:</p> <ul style="list-style-type: none"> Improving childhood and adolescent immunization rates Improving cancer screening (mammogram, pap tests, colorectal cancer screening) rates Improving care for diabetes (HbA1c testing and control, LDL testing and control, nephropathy screening, dilated retinal exams, blood pressure control) Improving care for cardiovascular disease (blood pressure control, LDL testing and control) Improving depression screening, diagnosis, and treatment

Counties in Service Area	Hospitals in County	Major Providers in County
Adams	✓ Moundview Memorial Hospital, Friendship	<p>To obtain a complete listing of all Dean Health Plan providers, you may:</p> <ul style="list-style-type: none"> Contact Dean Health Plan Customer Service Department at (608) 828-1301 or (800) 279-1301 and request a printed Provider Directory. Visit our website at www.deancare.com and click "Find a Doctor" to locate a physician of your choice.
Columbia	✎ ✓ Columbus Community Hospital ✎ Divine Savior Hospital, Portage	
Dane	✎ ✓ ✓ St. Marys Hospital, Madison ✎ ✓ Stoughton Hospital, Stoughton	
Dodge	✎ ✓ Beaver Dam Community Hospital ✎ ✓ Watertown Memorial Hospital ✎ ✓ Waupun Memorial Hospital	
Dubuque, IA	Finley Hospital	
Fond du Lac	✎ ✓ St. Agnes Hospital	
Grant	✎ ✓ Boscobel Memorial Hospital ✎ Grant Regional Health Center ✎ Southwest Health Center, Platteville	
Green	✎ ✓ ✓ The Monroe Clinic Hospital	
Green Lake		
Iowa	✎ ✓ Upland Hills Health, Dodgeville	
Jefferson	✎ ✓ Fort Health Care, Inc.	
Juneau		
Kenosha		
Lafayette	✎ Memorial Hospital of Lafayette County, Darlington	
Marquette		
Racine	✎ ✓ Memorial Hospital of Burlington	
Richland	✎ Richland Hospital	
Rock	✎ ✓ Beloit Memorial Hospital ✎ Edgerton Hospital & Health Services ✓ Mercy Hospital, Janesville	
Sauk	✎ ✓ Reedsburg Area Medical Center ✎ ✓ Sauk Prairie Memorial Hospital, Prairie du Sac ✎ ✓ ✓ St. Clare Hospital, Baraboo	
Vernon	✎ St. Joseph's Memorial Hospital, Hillsboro	
Walworth	Lakeland Medical Center, Elkhorn	
Waukesha	✎ ✓ ✓ Oconomowoc Memorial Hospital	